

King County Coordinated Special Needs Transportation Steering Committee

MINUTES

Tuesday, December 15, 2009, 9:00 to 11:00 a.m.
Seattle Municipal Tower, 700 5th Avenue, Rm 4080

In attendance: Tricia Barbachan, Gaby Bell, Margaret Casey, Sofya Fischer, Margaret Hinson, Melony Joyce, Valentina Kiselev, Rick Krauss, Ref Lindmark, Jacqueline Mann, Lynn Moody, Lana Molchanov, Alex O'Reilly, Pam Piering, Bob Sahm, George Smith, Bret Stewart, Patrick Tefft, Michelle Zeidman, Cindy Zwart.

Welcome and Introductions

- Bob Sahm and Lynn Moody shared they are working to adapt to ongoing changes in funding for adult day health transportation.
- Lynn Moody shared the findings from a Florida State University study regarding return on investment for special needs transportation. For example, each \$1 spent on transportation, saves \$11 on medical services.
- Melony Joyce shared that she will be involved with accessibility at stations planning across I-90.
- Tricia Barbachan shared that the accessibility map for downtown Seattle has been completed and is available to individuals and service providers.
- Cindy Zwart shared that funding for Senior Services' volunteer driver program is in jeopardy, as funding for the Senior Citizens Services Act is reduced in the Governor's current budget.
- Rick Krauss shared that he is working with Ref Lindmark to get ORCA cards out to DSHS clients.
- Ref Lindmark answered questions about the ORCA transition and shared that paper transfers will not be allowed for interagency transfers (e.g., from Metro bus to Sound Transit light rail). A paper ticket that is joint-branded for Metro and Sound Transit will be distributed to human service agencies and can be used for interagency transfers. Ref also noted difficulties with the limited number of locations where ORCA cards can be purchased. In addition, Ref reminded people to visit Metro's website to prepare for service changes due to extreme weather conditions and the upcoming holidays. Ref also noted that Metro has produced its "Riding the Bus" booklet with info in 10 languages.
- Bret Stewart introduced himself as a representative of the King County Advisory Board for Development Disabilities.
- Sofya Fischer shared that Circle of Friends is dealing with the transition in the adult day health program. Also, she is leaving her position at Circle of Friends to pursue a doctorate.
- Jacque Mann shared that PSESD is working to get the ORCA passes for their youth clients. Also, they now have two JARC vans in South King County.
- Margaret Hinson introduced herself as a representative of Jewish Family Services where she runs the resettlement program for refugees and immigrants.

- Lana Molchanov introduced herself as an officer of Circle of Friends.
- Valentina Kiselev introduced herself as the Executive Director of Circle of Friends. She shared that Washington Adult Day Health Services Association is trying to get adult day health back into the state plan through legislative means.
- Pam Piering talked about the cuts to the Senior Citizens Services Act (SCSA) in the Governor's Book 1 budget, including caps to the adult day health program. The Governor's Book 2 budget will come out in January with additional revenue sources and a "buy back" list. Pam encouraged committee members to call or send letters to the Governor asking for the SCSA to be included in the "buy back" list.

Mobility Manager Update

- Michelle Zeidman shared her new Hopelink business cards and noted that she will be getting committee business cards too.
- Michelle's recent activities have focused on the plan update, meeting with committee members and alternates, and attending meetings of other community groups to enhance collaboration between the KCCSNTSC and those groups.
- Michelle announced the new process for approving meeting minutes by the entire committee.
- Action Item: please email ideas for a new name for the committee to Michelle Zeidman by Christmas.

October 27, 2009 & November 17, 2009 Meeting Minutes

- Decision: the committee approved the October 27, 2009 and November 17, 2009 meeting minutes as written.
- Ref Lindmark asked about the letter to Mayor-elect Mike McGinn. Michelle Zeidman noted that this letter has been drafted.
- Action Item: Michelle will email the draft letter to the committee after today's meeting for member feedback.

Update on Committee Vacancies

- Alex O'Reilly updated the committee on our efforts to fill existing vacancies.
- Action Item: Alex will convene a subcommittee to address outstanding vacancies.
- Decision: Pam Piering motioned to approve four nominees to the committee: Margaret Hinson and Eileen Rasnack (representing the faith-based community), and Bret Stewart and Sylvia Fuerstenberg (representing people with disabilities). Lynn seconded the motion and it was approved by a unanimous vote.
- Rick Krauss will continue to represent DSHS and was in attendance today.

Coordinated Transit-Human Services Plan Update

- Bob Sahm presented the committee's update for the King County portion of the regional Coordinated Transit-Human Services Plan.
- Action Item: the committee discussed adding a reference to this plan in the letter to Mayor-elect Mike McGinn, as well as to King County Executive Dow Constantine.

- Action Item: Lynn Moody requested that the plan be modified as follows: (1) under door-to-door service, add a section on Hopelink's Community Brokerage work; (2) move the travel ambassador listing to the Information & Referral section; and (3) under door-to-door service, add a description of the accessible taxi program.
- Margaret Casey discussed the possibility of expanding on our needs assessment to more clearly and thoroughly capture unmet needs.
 - Action Item: Lynn Moody and Bob Sahm suggested we include a more detailed needs assessment as part of the 2010 work plan.
- Ref Lindmark requested clarification regarding the inclusion of a narrative in the plan. Mary Pat at PSRC will be updating the narrative that exists in the 2007 plan.
- Action Item: Bob Sahm and Margaret Casey suggested that we draft a two-page executive summary of the King County portion of the plan, which could be made available to elected officials.
- Action Item: Cindy Zwart requested that include a reference to the Ride Guide under the listing for the Senior Services Information & Assistance.
- Action Item: Cindy Zwart also asked for clarification on whether the Snoqualmie Valley Transportation listing was updated by Ruth Tolmasoff; Michelle Zeidman volunteered to check with Michael Miller on this.
- Decision: Ref Lindmark motioned to approve the plan update with the discussed changes and forward it to PSRC for inclusion in the regional plan. Gaby Bell seconded the motion and it was approved by a unanimous vote.

2010 Focus Areas & Work Plan

- Lynn Moody led a group discussion about focus areas and work plan items for 2010 and future years, based on the goals and strategies for the Coordinated Plan. Below are the items the group discussed:

1. TARGETED OUTREACH	Goal 1	Goal 2	Goal 3
<input type="checkbox"/> Educate riders via: <ul style="list-style-type: none"> • Community forums • Tours at community and senior centers • Resource fairs (like Senior Services "Transportation Days") • Travel ambassadors • Programs like Harborview's "Transportation Resources 101" 	x		x
<input type="checkbox"/> Educate human services providers about the menu of transportation options available to their clients	x		x
<input type="checkbox"/> Develop clear educational information, that: <ul style="list-style-type: none"> • Uses easy-to-understand language • Is multilingual • Is targeted to specific audiences 	x		
<input type="checkbox"/> Provide input on other organizations' outreach materials	x		
<input type="checkbox"/> Educate elected officials and decision-makers, about: <ul style="list-style-type: none"> • Special needs transportation as a human services function, and should not be the sole responsibility of the department of transportation • The impact of special needs transportation and the value of coordination, by: <ul style="list-style-type: none"> ▪ Including statistics that show the impact and return on investment ▪ Using before-and-after success stories ▪ Focusing on reducing duplication, rather than talking in general terms about coordination ▪ Communicating that our work is "required" 	x	x	
<input type="checkbox"/> Create a working group to conduct outreach to elected officials, ACCT and other	x		

service providers.			
<input type="checkbox"/> Recruit committee members from King County Housing Authority, Seattle Housing Authority and the Veterans and Human Services Levies' oversight groups		x	
<input type="checkbox"/> Conduct outreach to local housing authorities and veterans groups		x	
2. INTEGRATED PLANNING	Goal 1	Goal 2	Goal 3
<input type="checkbox"/> Send KCCSNTSC representative to related meetings and planning efforts <ul style="list-style-type: none"> • Create list of committee members who can attend these meetings as our representatives • Participate in ACCT work groups, such as facility siting, and share opportunities to comment on planning efforts with entire committee 	x		x
<input type="checkbox"/> Participate in Metro's transit summit to ensure human service needs are addressed as King County rethinks Metro's service	x		
<input type="checkbox"/> Stay informed about HUD's "Choice Neighborhoods" initiative and consider ways to get involved in this work.		x	
3. INFRASTRUCTURE CHANGES	Goal 1	Goal 2	Goal 3
<input type="checkbox"/> Identify unmet transportation needs in King County <ul style="list-style-type: none"> • Consider mapping service areas and conducting deeper analysis of needs 		x	
<input type="checkbox"/> Find new and innovative funding sources		x	
<input type="checkbox"/> Request a federal earmark to fund a new project that will meet unmet needs, such as a project to provide transportation to veterans		x	
<input type="checkbox"/> Create a working group to identify and consider solutions to federal funding barriers, such as transporting large immigrant families when only one family member's trip is funded, or using school buses during off-hours. <ul style="list-style-type: none"> • Create a fact sheet about federal funding barriers for elected officials and decision-makers 		x	
<input type="checkbox"/> Simplify program eligibility requirements so that transportation options are more readily available to all potential users <ul style="list-style-type: none"> • Work with the state to streamline eligibility requirements, such as creating a threshold similar to the one for the reduced and free school lunch program that provides free lunches to all students in schools where 75% of the students are eligible for the program 		x	
4. BETTER AMENITIES & PLANNING TOOLS	Goal 1	Goal 2	Goal 3
<input type="checkbox"/> Consider the potential role of new technology, such as: <ul style="list-style-type: none"> • Installing electronic information kiosks in doctors offices rather than providing paper brochures • Adapting FindARide.org and RideshareOnline.com for other new technology, such as smart phones • Developing special needs transportation mobile phone applications (like OneBusAway.org) • Work with mobile phone app developers to incorporate features tailored to people with special transportation needs • Work with human service providers to help riders use these technology tools 	x		x
5. OTHER	Goal 1	Goal 2	Goal 3
<input type="checkbox"/> Foster a discussion of environmental issues and livable communities in the committee's work and outreach <ul style="list-style-type: none"> • Consider a program that provides benefits to seniors who give up their cars 			

Next Steps

- Pam Piering suggested a name for the committee: CART Wheels (Coordinated Accessible Regional Transportation).
- Decision: the committee agreed to meet quarterly, on the 3rd Tuesday from 9-11am in the middle month of each quarter: February, May, August and November.